

# **National 360**

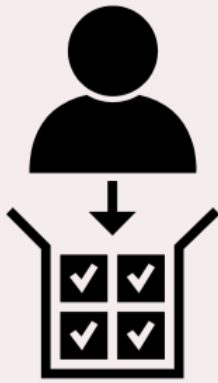
**Easy Read –**

## **Privacy and Personal Information**

How do we manage your personal information?



This document tells you **about your privacy and your personal information.**



To help us provide you with the right type of supports and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design supports and care that meets your needs.**



Personal information can include:

- your **name, address, and phone number**
- **your advocate's** contact details
- details about **people who you are close to** (mum, dad, good friend, support person)
- **supports** you need
- your **medical records**
- other **support providers** you use
- **why and how** we are helping you.



It is National 360's **responsibility to keep** your personal information **private and safe.**

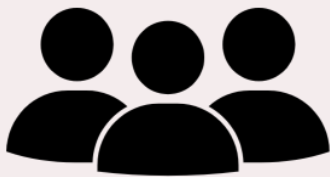


We **only share** your information with others if **you say "yes"**, or if the law says we must.



We will ask you to **sign a consent form**.

The form **gives us your approval** to use your personal information.



**On the form**, we also ask you to include all the people **you are happy to share your personal information with**.

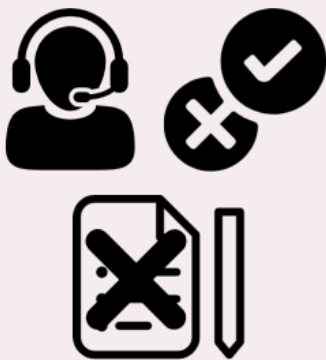


Your information will **only be shared** with **people who you have said can see it**, like:

- an advocate
- a trusted person
- other support providers
- support workers
- government organisations who provide you with support.



**You have rights** when it comes to the management of your personal information.



You can:

- **ask our customer service to see** your personal information at anytime
- tell us **to correct** wrong or incomplete information
- Withdraw your consent at any time by contacting us



National 360 Customer Service

Contact Details:

- 1300 340 440
- [info@national360.com.au](mailto:info@national360.com.au)

To withdraw consent email:

[consent@national360.com.au](mailto:consent@national360.com.au)